Employee Standards

Act with INTEGRITY
- Follow ISU Principles of Community & Purpose, Divisional Values & Foundation of Finance Delivery
- Uphold strong moral principles on policies & procedures
- Conduct oneself in a professional manner
- Respect & show appreciation for others

Display TRUST
- Be honest & open with your team & yourself
  - Assume people have the best intentions in their work
- Support leadership direction & decisions
- Be reliable
  - Completed tasks in a timely manner with follow-up as needed
  - Demonstrate exceptional customer service when communicating or problem solving*
- Be mindful of professional etiquette*
- Display confidence when working with customers & teammates*

Foster COLLABORATION
- Cultivate an alliance with other teams & departments throughout the university*
- Support innovative ideas
- Be flexible & adapt to environments & circumstances
- Share & celebrate team & individual accomplishments
- Provide advance notice for schedule conflicts, cancellations & attend meetings on time

Be OBJECTIVE
- Avoid bias
  - Identify your own biases*
- Remove personal judgment
  - Approach work with neutrality & fairness
  - Seek other viewpoints & resources
- Treat everyone equitably & without prejudice
- Utilize the Direct Problem Resolution model*

Grow RELATIONSHIPS
- Approach customer requests with consistency
- Establish communication to the appropriate resource to ensure a positive customer experience (i.e., soft hand-off)
- Apply service recovery when appropriate*
- Provide outreach to departments & customers
  - Be courteous & responsive to requests
  - Confirm preferred communication channels (i.e., virtual or in-person)
- Show interest & engage with customers

Engage with PRIDE
- Embrace positivity*
- Work with a sense of ownership & commit to doing your best
- Find meaning, bring passion & share enthusiasm in our work
- Promote team identity

Continuously LEARN
- Attend educational & professional development sessions for current role
  - Be accountable for information provided in sessions as required by leadership
  - Practice metacognition & mindfulness*
  - Welcome coaching as a learning opportunity

*Denotes a professional development training topic